CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (H1) New Business Registry (NBR) Website

   TA No: 107-Rev5

   Task Area Monitor: **Alternate Task Area Monitor:** None

   NASA POC: **Software Control Class:** Low Control

   Type of Task: Non-Recurring Task

2. **BACKGROUND**

   The LaRC New Business Registry (NBR) is designed to capture proposal data for the entire center.

3. **OBJECTIVE**

   The objective of this task assignment is to have ConITS develop the NASA LaRC New Business Registry (NBR) including database entry and reporting. The scope of services required shall be provided in accordance with Section 4.5 (Application Management), Section 6.13 (World Wide Web Application Support), Section 6.14 (Data Management Support), and Section 5 (System Application Development Services) of the Statement of Work (SOW) for the Consolidated Information Technology Services (ConITS).

4. **GENERAL IT SUPPORT SERVICES**

   Services Specified Through Exhibit A:
   Application ongoing support shall be provided for the NBR website. This includes:
   - Routine maintenance; i.e., activities not directed by the customer but are required (application validation after a power failure or system crash; data "growth" monitoring; performance monitoring; error investigation)
   - Customer Support (e.g., respond to phone inquiries; perform analysis, research and/or verification of business rules per a customer request)
   - Content updates
   - Minor Changes
   - Required customer meetings

   A maintenance plan shall be provided to ii to document the level of maintenance to be performed; how problems and modifications are identified, classified, tracked, analyzed, approved, tested and implemented.

   ConITS shall provide consultation services including estimates and schedules to ii as requested for the following:
   - Major enhancements to the NBR website

- The creation of additional components for the NBR website
- The integration of other web systems with the NBR website
These will be addressed as subtasks under 107.

General IT Support Services Performance Metrics

<u>Performance Standard</u>: The applications software to which these services apply is fully operational and kept up-to-date with no significant disruption in capability.

<u>Performance Metrics</u>:

Exceeds: "Meets" and improvements are recommended and adopted; or users rate help in the use of applications very good to excellent.

Meets: The inventory, including status, of application software is current and accurate. Upgrades are installed and fully operational within 5 days of receipt (or approval, if later) with no loss of data. Users rate operation and help in use of the applications satisfactory.

Fails: Any of the requirements of this subsection (a through h) is not satisfied. Users rate operation and help in use of the applications less than satisfactory.

<u>Performance Standard</u>: Security of databases and instances is ensured.

<u>Performance Metrics</u>:

Exceeds: "Meets" and no security breeches are found or improvements in security procedures are recommended and adopted.

Meets: Weekly audits of logs are held to identify potential security breeches. Users are removed or added with proper access within 8 business hours of request.

Fails: Any of the requirements of this subsection (a through c) is not satisfied.

<u>Performance Standard</u>: Database engines and tools are tuned for optimum performance

<u>Performance Metrics</u>:

Exceeds: "Meets" and available solutions for greater efficiency are actively pursued.

Meets: Database systems are tuned for optimum performance and licenses are up-to date.

Fails: Any of the requirements of this subsection, a through e, is not satisfied.

<u>Performance Standard</u>: Deliverables are made on schedule; and meet project requirements and acceptance criteria.

<u>Performance Metrics</u>:

Exceeds: All deliveries are made on or ahead of schedule. The system or application meets the TA requirements without exception. No anomalies are found during testing.

Meets: Any delays in delivery are minor and are made up within the overall schedule. Only minor deficiencies are found that are readily correctable within the development schedule.

Fails: A delivery is more than 1 week late or overall schedule has slipped by more than 3 weeks. Deficiencies are found that will result in significant delays to correct.

Performance Standard: Response to requests for help is given within two hours. Customer requests are tracked and appropriate expert advice is sought when needed. Appropriate and correct advice is given

Performance Metrics:

Exceeds: "Meets" and customers rate service as very-good to excellent.

Meets: Response to requests for help is given within two hours. Customer requests are tracked and appropriate expert advice is sought when needed. Customers rate service as satisfactory or better.

Fails: Customers rate service as unsatisfactory

Performance Standard: Assigned activities are accomplished satisfactorily and within the pre-determined schedule.

Performance Metrics:

Exceeds: All assigned activities are accomplished satisfactorily on or ahead of the pre-determined schedule. Suggestions are made and acted on the lead to advancements towards the goals of the projects.

Meets: Any deficiencies or slippage in one or more activities are offset by improvements or gains in other activities.

Fails: Deficiencies or slippage in assigned activities have had a detrimental effect on the objectives of the project.

Performance Standard: Database software is fully operational and up-to-date on both production and development systems.

Performance Metrics:

Exceeds: "Meets" and improvements are recommended and adopted.

Meets: Database upgrades are installed according to agreed to schedule; database downtime does not exceed 4 business hours due to upgrade, maintenance, or system failure.

Fails: Any of the requirements of this subsection, a, b, or c, is not satisfied.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

None required.

8. **SPECIAL SECURITY REQUIREMENTS**

None required.

9. **SOFTWARE ENGINEERING PROCESS REQUIREMENTS**

The Software Control Class requirements of this TA are determined to be "Low", therefore the software acquisition & control process described in the ConITS master TA SL001 shall apply to this TA

10. **JOINT REVIEW SCHEDULE**

There will be a joint review of the work on this task at regular meetings as requested by the TAM or website owner. Attendees at these meetings will include but not be limited to the NASA technical monitor and the Lead Contractor assigned to this task. Other attendees will be invited as appropriate.

11. **PERIOD OF PERFORMANCE**

This TA is effective from 02/01/08 to 04/27/09

12. **TECHNICAL PERFORMANCE RATING**

The effort needs to proceed rapidly as specified - however, quality is equally as important.

Quality: 50%   Timeliness: 50%

13. **RESPONSE REQUIREMENTS**

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. **FUNDING INFORMATION**

Funding has not been entered for this TA.

15. **MILESTONES**

Date	MileStones
08/01/2005	Draft #1 release of NBR
10/01/2005	Final version release.

16. **DELIVERABLES**

Number	Deliverable Item	Deliverable Schedule

1	Maintenance Plan	10/01/2005

17. FILE ATTACHMENTS

[Others1](#)
[Others2](#)